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TRAVEL TIPS

## TIPS FOR DEALING WITH TRAVEL TROUBLE

Traveling can be a happy time, an adventure, an escape or just business. You may be traveling with family, friends, a group or solo. ➡

➡ BY ESTHER C. BLEUEL, MA, MFT, MDR



- 1 **Find** the most appropriate agency or company to talk with – police or the consulate. Stay calm; don't react emotionally. Stay focused on the result you want, not on being right or winning.
- 2 **Determine** who has the authority to resolve the issue and establish contact with that person.
- 3 **Listen** in order to understand the facts of the situation. You can't solve a problem if you don't understand the local system.
- 4 **Focus** on the specific outcome you need – finding or replacing the lost item(s). Don't be sidetracked by extraneous issues or arguments, or by what appears to be lazy or careless behavior.
- 5 **Determine** what remedy is being provided. If you disagree, give the agency or company the option to provide a more acceptable solution.
- 6 **Remain** calm and respectful. The person you are dealing with did not cause the problem. Help the person to help you.
- 7 **Avoid** escalation and ultimatums. Listen in order to understand what you need to do to fix the situation. What you really need is help, so don't make a bad situation worse.
- 8 **Good** rule of thumb: Do not behave in a way you will regret.

Don't allow a problem, or someone else's bad or inefficient behavior, to ruin what you would like to be a positive travel experience. Do all you can do to remedy the situation or let it go so you can move on and enjoy your stay. ❖



NO MATTER WHAT THE REASON, TRAVELING CAN BE EXHAUSTING, HARD WORK, FRUSTRATING OR JUST PLAIN DIFFICULT.

Why? Because unexpected things happen while on the road that can take the joy or pleasure out of a trip. Often you must make quick decisions and negotiate to resolve all kinds of issues. When away from home, even in places that are familiar, most things still require our attention and energy.

Conflict is often inevitable and unavoidable and you might not be able to escape or postpone dealing with the problems or difficult moments that happen when traveling.

The secret is to find ways to handle the inevitable challenges that occur, so as not to ruin your day or the trip. Here's one example of when a tough talk might be necessary and a few time-tested tips to help you through it.



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**Got a tough question or delicate dilemma you want Esther to help you solve?**

E-mail her at [Esther@socallifemag.com](mailto:Esther@socallifemag.com) and she may address it in her *Trending Talk* column in an upcoming edition.